



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

August 23, 2013

To: Supervisor Mark Ridley-Thomas, Chairman
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

Richard Sanchez
Chief Information Officer

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QUARTERLY REPORT ON MAJOR INFORMATION TECHNOLOGY (IT) PROJECTS

This quarterly informational report highlights major IT projects to inform the Board on some of the new and ongoing activities that are leveraging IT for operational efficiencies and enhanced service delivery.

Mileage Authorization Reimbursement System (MARS)

MARS is an on-line application developed by the Auditor-Controller (A-C) and the Internal Services Department (ISD) to replace the County's existing manual mileage claim process. MARS has been deployed into nine County departments (Chief Executive Office, A-C, Department of Children and Family Services, County Grand Jury, Chief Information Office, Department of Parks and Recreation (Parks), Department of Public Works (DPW), Superior Court/County Clerk, and the Department of Public Social Services, which represent approximately 63 percent of the total permitted drivers in the County.

Current Status

Since the implementation of MARS, a total of 18,741 claims representing 116,153 total trips have been successfully processed using the new system. The goal is to implement MARS in all County departments by June 2014. Departments scheduled for rollout in the next quarter include ISD, the Board of Supervisors, Treasurer and Tax Collector, Department of Public Health (DPH), Probation Department, and the Department of Regional Planning (DPR).

"To Enrich Lives Through Effective And Caring Service"

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In the Spring of 2013, the National Association of Counties honored MARS with the County Administration and Management Program Achievement Award.

Performance Management Tracking System (PMTS)

On June 30, 2012, the Department of Human Resources (DHR) implemented PMTS. It is the central system for managing all administrative matters related to employee discipline.

Current Status

To date, 32 departments are utilizing PMTS. This solution enabled three departments to retire their legacy systems. DHR continues to add functionality and departments to PMTS. Deployment of interactive PMTS dashboards for key departmental executive staff, will be accessible through mylacounty.gov – the County's Intranet portal.

Absence Management System (AMS)

Implemented by DHR on June 30, 2012, AMS is a rules-based leave management system that tracks employees' leaves and other events related to the Federal Medical Leave Act (FMLA) and County return-to-work.

Current Status

A recent AMS enhancement deployed in July 2013, enables the import of FMLA intermittent hours from Electronic Human Resources (eHR). This eliminates the need for department FMLA coordinators to manually enter this data and streamlines the process required to review, verify, and reconcile FMLA intermittent hours in eHR with FMLA leave records in AMS.

Mobile Ready Website: DHR Mobile

DHR Mobile is an interactive mobile website that is fully integrated with the County's on-line application system and accessible by any Internet enabled smartphone or tablet. It provides a scalable and manageable technology solution and enables the department to expand the scope of its outreach. It receives more than two thousand visits per week.

Current Status

DHR, in collaboration with ISD, deployed system enhancements to provide real-time public transit and driving directions via interactive maps to DHR test and administrative facilities, that increase convenience and quality of DHR services.

Mobile Applications: Expansion of “The Works”

The implementation of “The Works,” to DPW’s mobile application, allowed residents to access DPW information and report problems, such as potholes, graffiti, and illegal dumping incidents and attach optional photos. As a result of the success of the mobile application, DPH, DPR, and Parks plan to work with DPW to implement similar mobile applications.

Current Status

DPW issued a Memorandum of Agreement to partner with those departments to create an enhanced version of “The Works” that will facilitate the reporting of problems to each of the respective departments. This pilot project will avoid the duplication of efforts and costs for each of the participating departments. In addition, this effort will allow the County to leverage new technologies to increase workforce productivity and meet growing public expectations for mobile access to services.

Environmental Health Permit and Inspection Management System (EHPIMS)

In 2012, DPH’s Environmental Health Division selected the EnvisionConnect Software Suite from Decade Software Company to deliver a multi-department EHPIMS. The Project Team, comprised of members from both Decade Software and DPH’s Environmental Health and Public Health Information Systems divisions, delivered through extraordinary efforts, the first phase ahead of schedule and below budget. DPH is now using EHPIMS as a consolidated data management system to manage environmental health services (inspections, permitting, etc.) for their retail food, public pools, and housing programs with several smaller programs, such as theaters, pet stores, and self-service laundry facilities.

Current Status

EHPIMS successfully went live on July 1, 2013, at DPH’s 16 district field offices, inspecting restaurants, public pools, and apartment buildings with EnvisionConnect Remote, Decade’s mobile inspection application. EnvisionConnect Remote allows agents to automatically record inspection data on a tablet computer and provide printed

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inspection reports in the field. The remaining 15 district field offices will come on-line within the next three months, as the County deploys tablets to meet their automation target. The next project task is to implement the EnvisionConnect Portal. This portal will allow the public to submit on-line complaint forms and other applications, as well as access inspection results and closures.

If you have any questions regarding any of these projects, please contact Richard Sanchez at (213) 253-5600 or rsanchez@cio.lacounty.gov.

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RS:SW:cg

c: All Department Heads

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